Erase the Wait Mentor Training Will Begin Soon

ERASE THE WAIT

DONATE LIFE NORTHWEST

Erase the Wait Mentorship Program

Mentor Training

ERASE THE WAIT

DONATE LIFE NORTHWEST

Technology Tips

- Muting and unmuting
- Chat box
- Getting disconnected

Agenda

- Introductions
- Expectations
- Mentor/mentee background
- Review of LKD knowledge
- Personal reflection

- Understanding the mentor relationship
- Communication exercises
- Role-play scenarios
- Next steps
- Panel discussion

Learning Objectives

- Get to know each other & network
- Understand Erase the Wait program & mentor role
- Refresh on LKD knowledge
- Gain skills in effective communication with mentee

Group Guidelines

- Be respectful of each other & time
- Be open & honest
- Be here to learn from & share with others
- Be willing to participate

Overview

What is Donate Life Northwest?

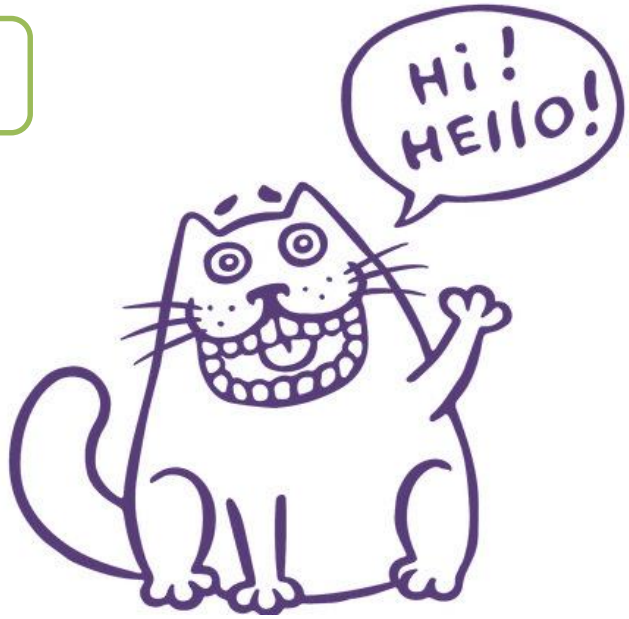
How did Erase the Wait start?

Parking Lot

- Questions
- Comments
- Ideas/suggestions
- Info requests

Introduce Yourself to the Group!

- What is your name? Where do you live?
- What is your experience with donation / transplant?
- What do you hope to learn today?
- What are your concerns?



Your Personal Experience with Living Donation

- What was helpful during the process?
- What did you learn?
- What do you wish you had known before?

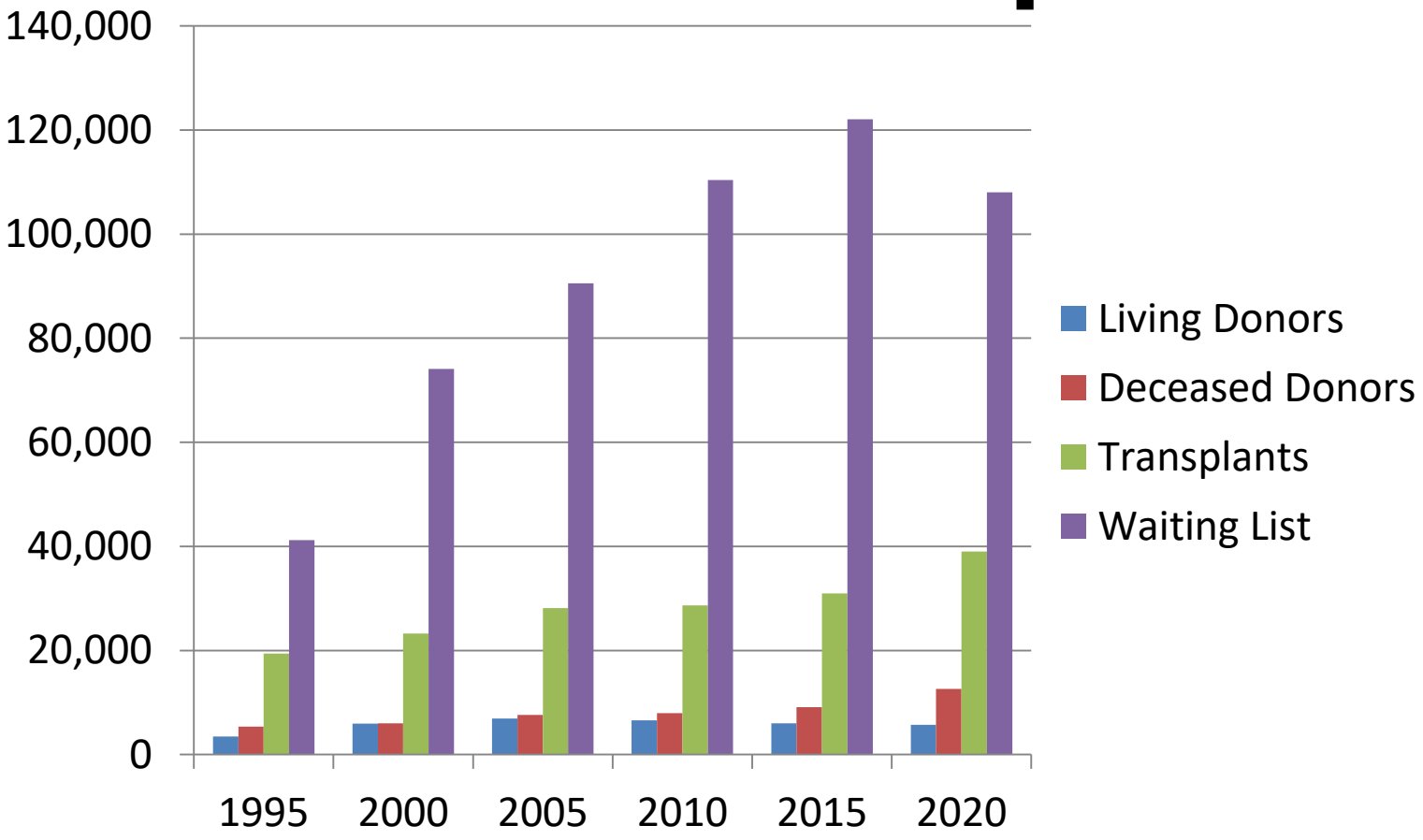
Mentorship Background

1. When have you been mentored?
2. What was the most valuable part of that experience?
3. What areas of mentoring do you want to grow in?

Expectations & Qualities of Effective Mentors

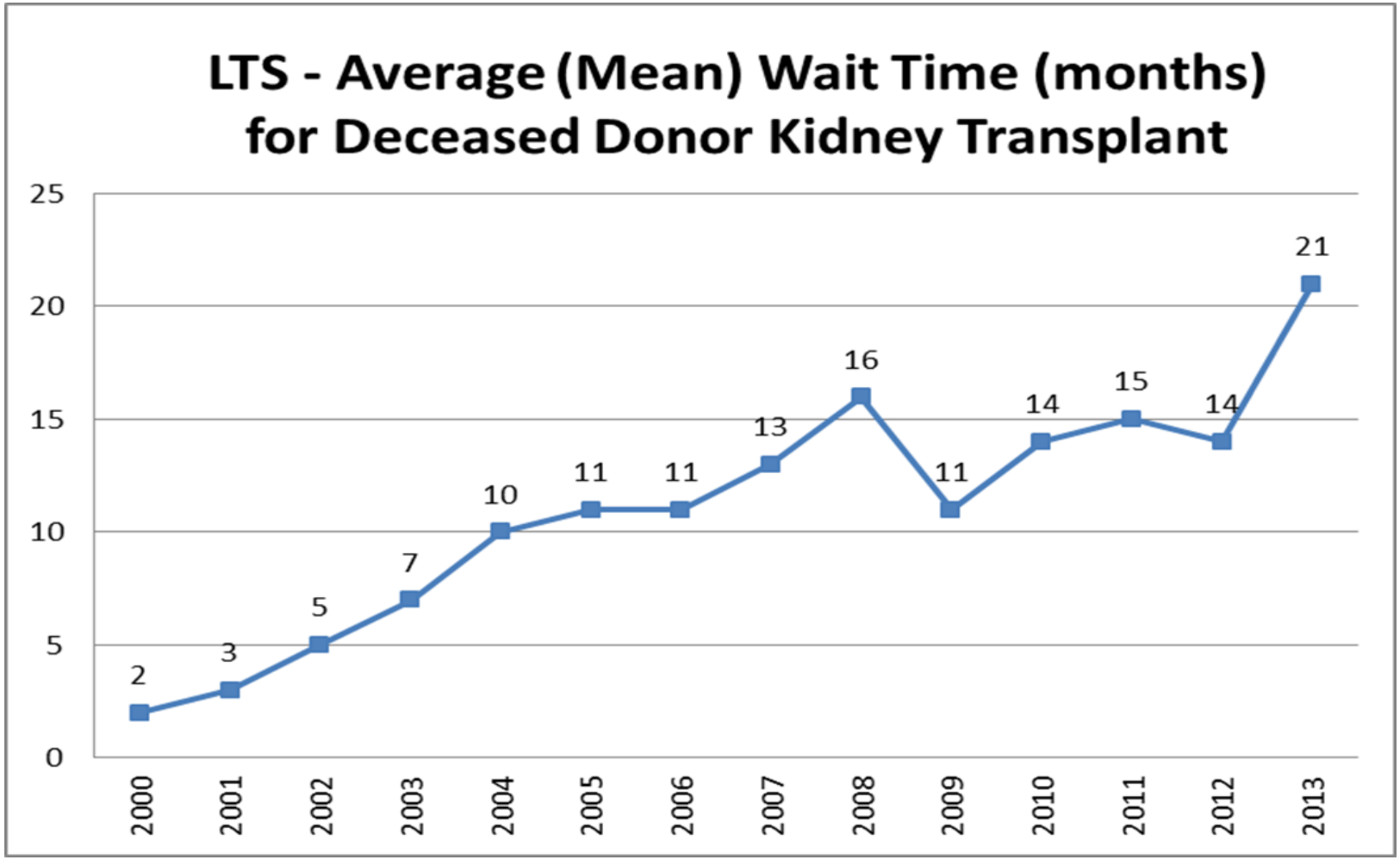
- Someone who can help
- Someone they get along with
- Has the mentee's interest in mind
- Safe space
- Trust
- Comfortable
- Ability to listen
- Help guide through process
- Stick things out
- Be a resource
- Empathetic
- Encouragement and hope

The Donor Gap

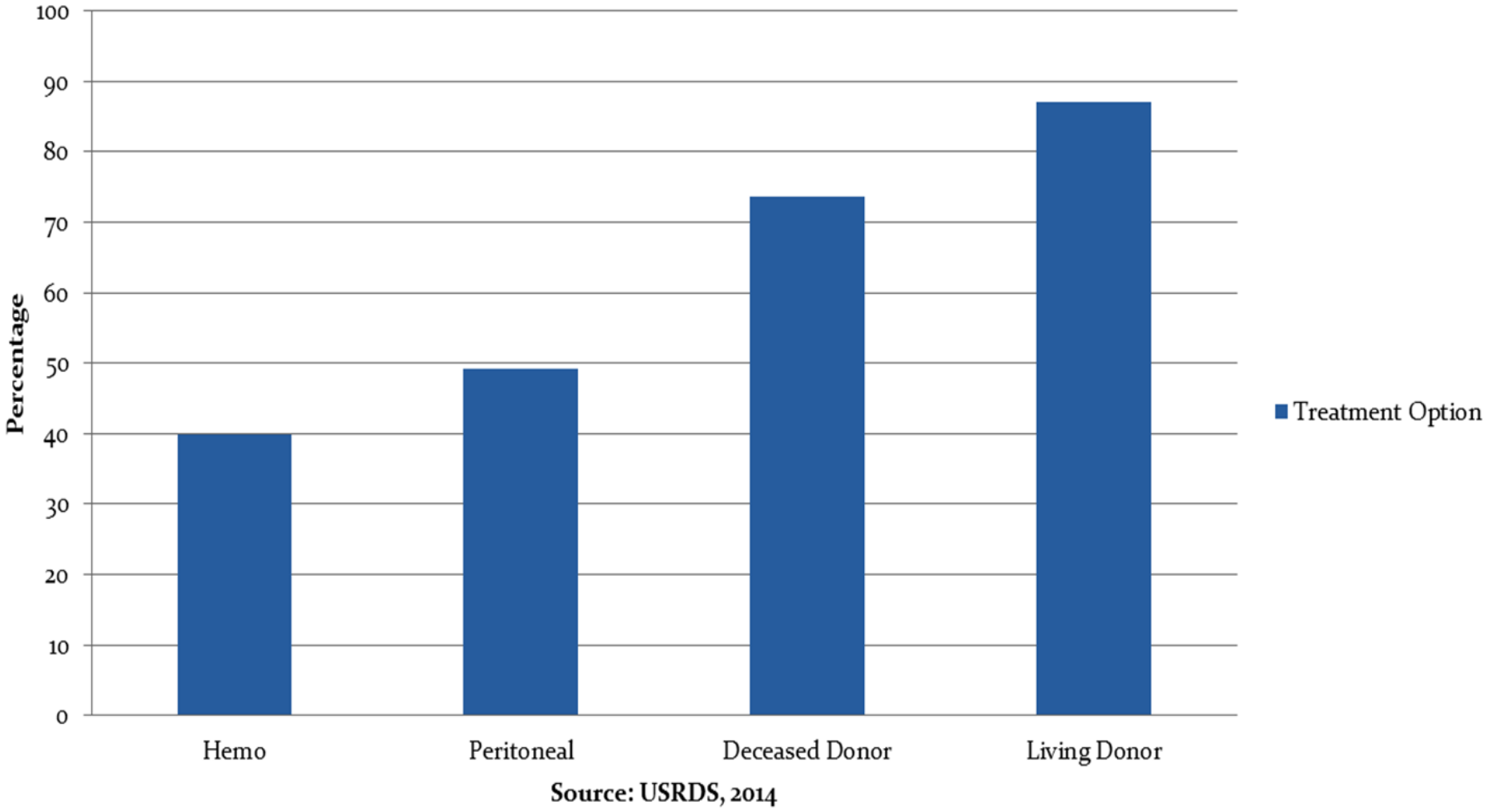


Source: US Department of Health and Human Services; Organ Procurement and Transplantation Network
organdonor.gov

The Current Crisis



ESRD 5-Year Survival Rate

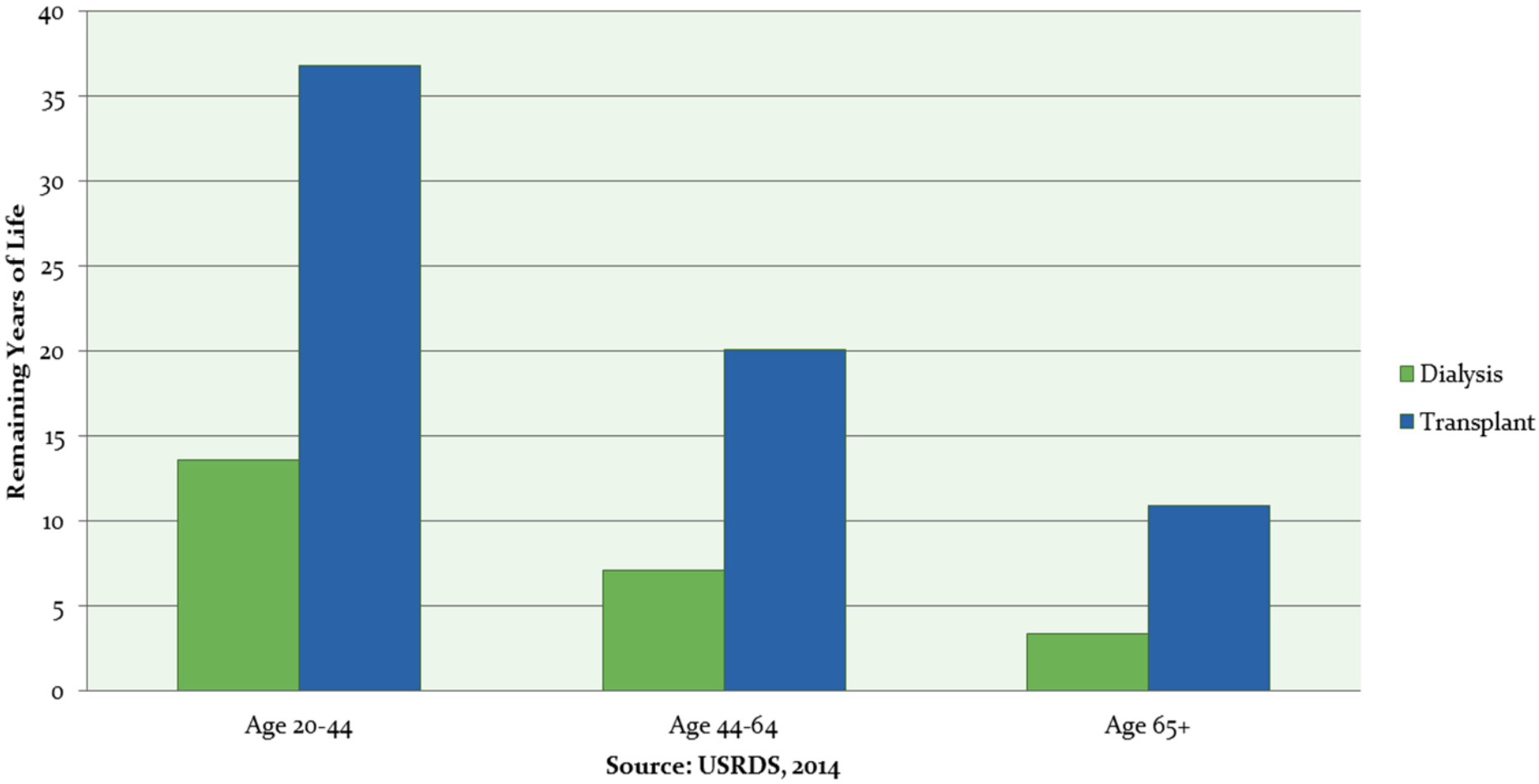


Source: USRDS, 2014

Types of Dialysis

TYPE	DAY / NIGHT	DURATION	LOCATION
In-Center Hemodialysis	Both; Daytime 3-5 hrs. Overnight 8 hrs.	3 times a week 3-5 hours per treatment session	Dialysis facility
Home Hemodialysis	Any time of day	3-4 times per week, sessions vary in length	Home
Continuous Cycling Peritoneal Dialysis (CCPD)	Overnight	9-10 hours	Any clean environment
Continuous Ambulatory Peritoneal Dialysis (CAPD)	Both	4-5 times per day	Any clean environment

Survival Probabilities for ESRD Patients



Source: USRDS, 2014

Terms & Acronyms to Know

Glomerular Filtration Rate (GFR): Test to measure percentage of kidney function

Blood Urea Nitrogen (BUN): Test of kidney injury or disease

Chronic Kidney Disease (CKD): Divided into five stages

End Stage Renal Disease (ESRD): Final stage of CKD

Creatinine (Cr): Waste product from normal breakdown of muscle tissue, estimates kidney function

True or False?

Dialysis must take place before transplant surgery.
FALSE! Some patients can receive transplant BEFORE dialysis.

Living donors cannot have children.
FALSE! Donation does not impact fertility or ability to give birth.

The first successful living donor transplant happened in 1954.
TRUE! Although living donation is often assumed to be a new procedure, it's been around for over 60 ye

True or False?

Living donors have long recovery periods.
FALSE! Usually donors only spend a couple of days in the hospital & approximately 4-6 weeks recovering.

Race or ethnicity are not determining factors in compatibility.
TRUE! Organs are not matched according to race/ethnicity & people of different races frequently match one another.

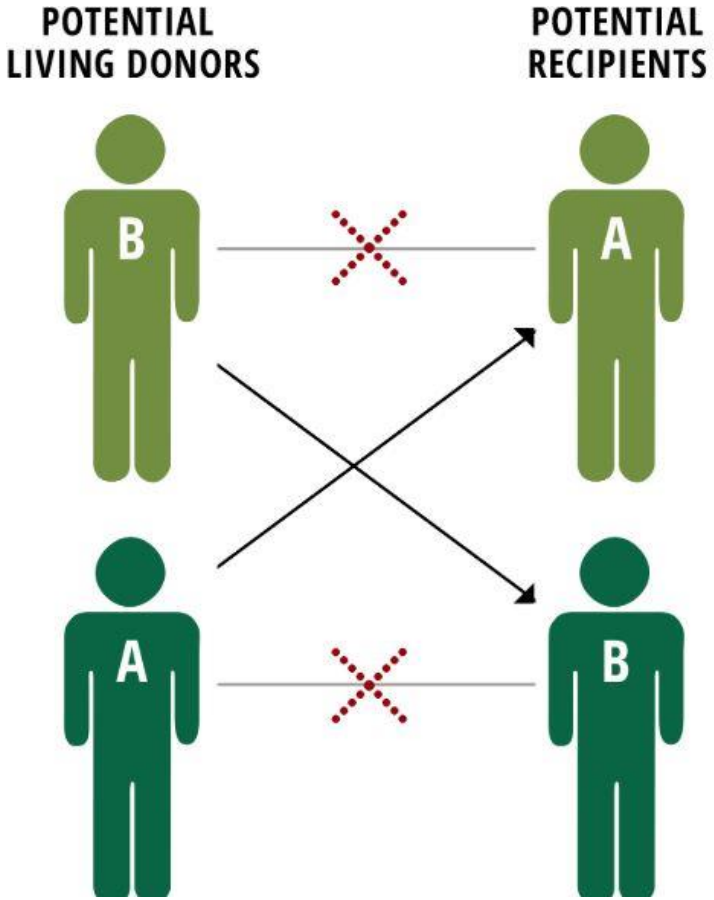
Financial assistance is available to donors.
TRUE! There are many organizations that provide help with donor-related expenses such as travel.

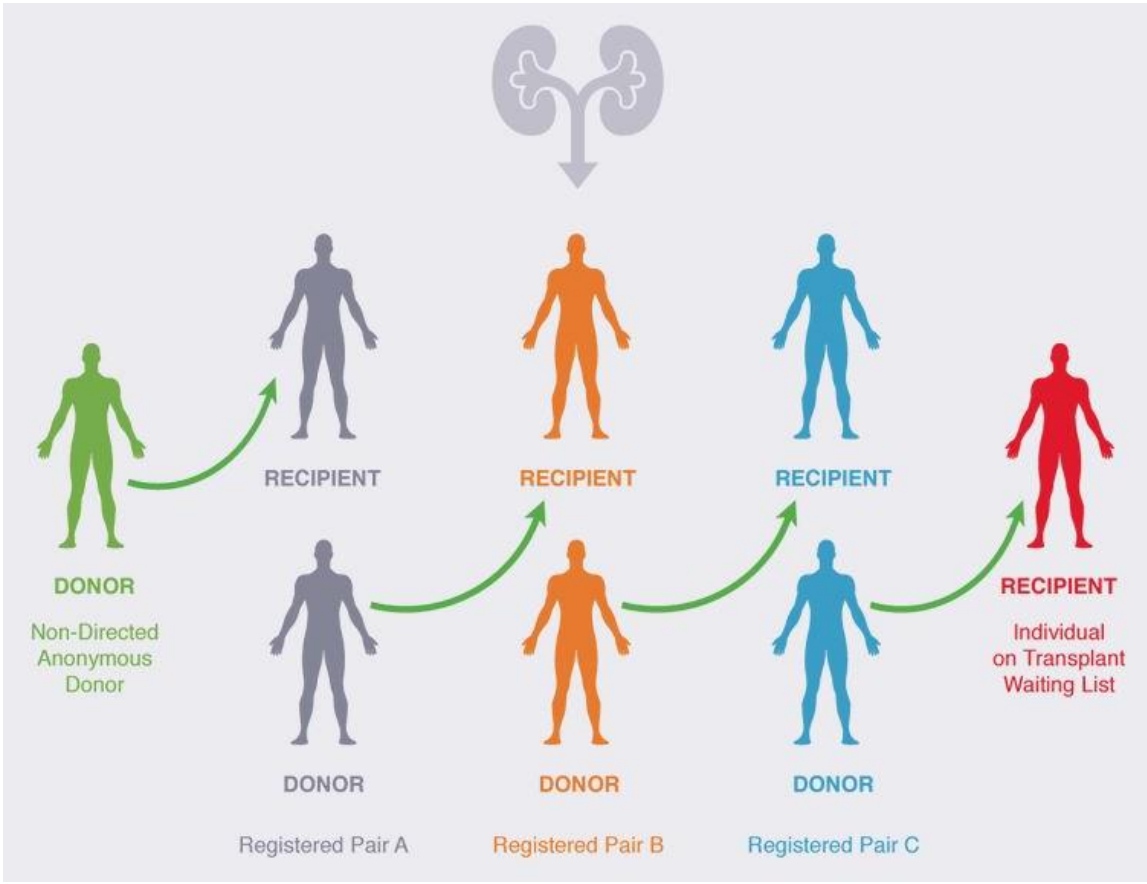
Who Can Be a Living Kidney Donor?

A HEALTHY PERSON WHO:

- Does not have kidney or heart disease, diabetes, hypertension, or cancer
- Is not considered overweight or obese
- Has a “normal” BMI (less than 32-40)
- Is over the age of 25
- Under the age of 65

Paired & Chained Donation





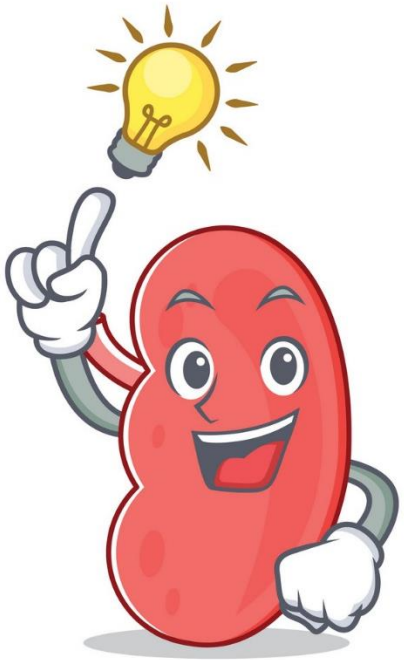
Paired Donation at Legacy & OHSU

OHSU

LEGACY
HEALTH

Looking Back on Your Experience…

- Challenges
- Support
- Decisions
- What to share with your mentee



Reflecting on the Process of Change

Think about a difficult change you have made at some point in your life:

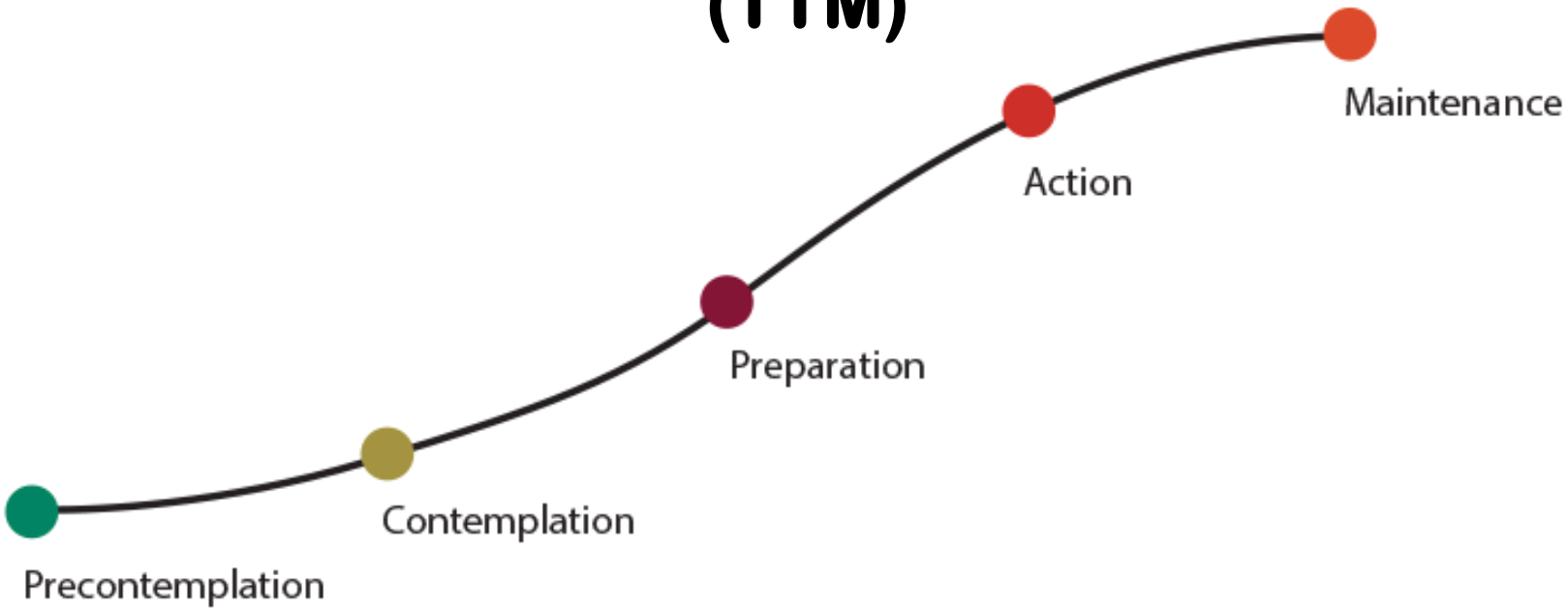
- What was your process in making that change?
- How were you supported or derailed by other people?

Consider the ways in which your mentee will be dealing with change:

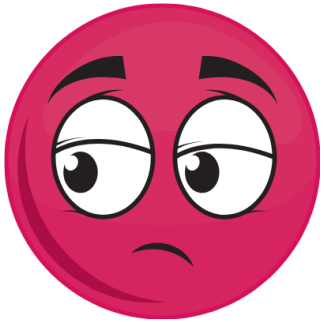
- As a mentor, how will you support your mentee's life change process?

What Is Your Mentee's Readiness Level?

Transtheoretical Model of Behavioral Change (TTM)



Where Is Your Mentee Coming From?

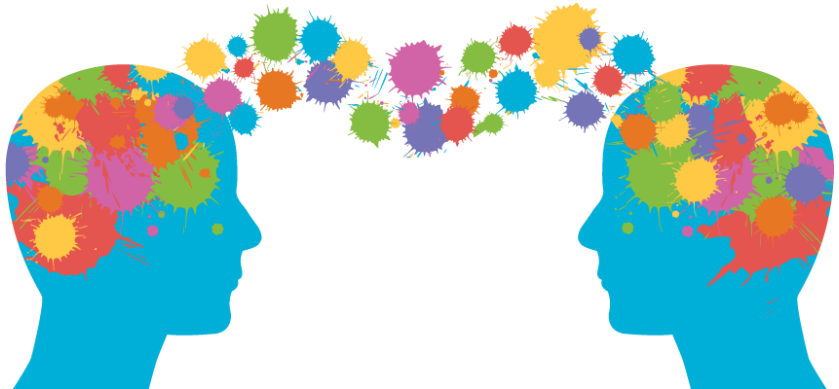


Emotional considerations:

- Loneliness; isolation
- Hopelessness; depression
- Feeling discouraged
- Feeling angry

The Mentor Role

- Guide discoveries about Living Kidney Donation
- Help mentees craft their story
- Support mentee networking and outreach efforts
- Give hope and support



Mentor Dos & Don'ts

Do:

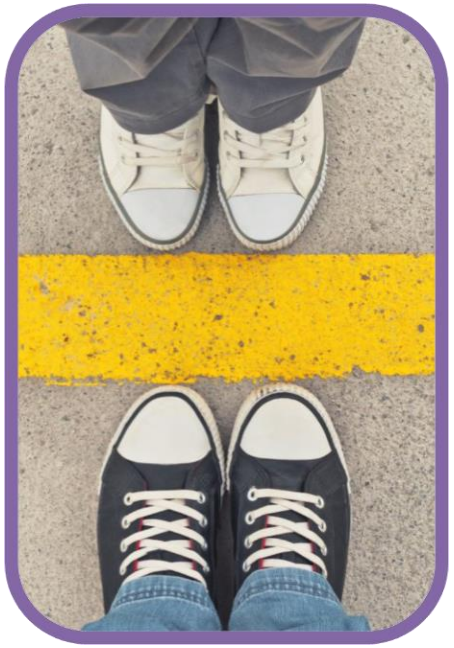
- Make initial outreach
- Facilitate conversations
- Build trust
- Maintain boundaries
- Empower self-advocacy
- Utilize resources from ETW training
- Ask what mentee needs help with

Don't:

- Give medical advice
- Overshare
- Act as a therapist
- Provide personal opinions
- Do all the work for your mentee
- Talk about your personal medical regimen

Setting & Maintaining Boundaries

- Respect each other's time
- Beware of self-disclosure / oversharing
- Respond to inappropriate requests
- Not a therapist or counselor



Phases of a Mentoring Relationship

PHASE 1: THE BEGINNING

- Meet mentee at *Nov 6th* patient training
- Be honest about what you can and cannot do
- Establish expectations; type of support, time, communication

PHASE 2: BUILDING TRUST

- Get to know each other
- Ensure confidentiality
- Build reliability and consistency
- Give advice sparingly

Phases of a Mentoring Relationship

PHASE 3: ACTIVE SUPPORT & RELATIONSHIP TESTING

- Assist mentee with outreach process
- Affirm uniqueness of relationship
- Treat mentee with respect

PHASE 4: INCREASING INDEPENDENCE

- Support mentee while encouraging independence
- Expect setbacks as a natural part of this stage
- Provide avenues to stay in touch

SMART Goal Setting

- Goal setting is helpful to keep your mentee going
- Set small goals as steps to a larger goal
- Ensure the goals are SMART:
  - Specific
  - Measurable
  - Achievable
  - Relevant
  - Time-Limited

People remember 20% of what they hear, 40% of what they hear and see, and 80% of what they discover for themselves.

Benefits of Successful Communication

For Mentee:

- Feeling less alone
- Sense of hope
- Reduced conflict about transplant decision
- Self-advocacy

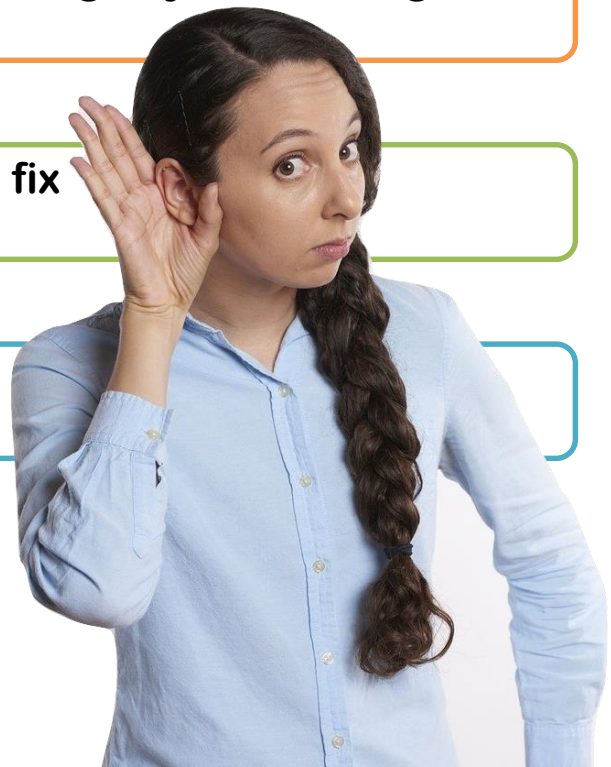
For Mentors:

- Helping others/giving back
- Sense of camaraderie
- Making a difference in another's life
- Learn new perspectives

Four Types of Listening

1. **SUPERFICIAL LISTENING** in which I'm distracted with my own thoughts.
2. **SELF-REFERENTIAL LISTENING** in which I'm listening to you but nudge the conversation so it becomes all about me.
3. **FIX-IT LISTENING** where I'm listening but I want to fix your issue.
4. **ENGAGED LISTENING** in which I'm listening to you with full attention.

ENGAGED LISTENING IS THE MOST EFFECTIVE MODE OF LISTENING!
Also known as Active Listening, Empathic Listening or Active Empathic Listening



Shutting Down Communication

Opening Up Communication

Active Listening

VALIDATE:

- Convey acceptance of point of view
- Acknowledge problems, issues, and feelings
- Use open body language
- Validate verbally

EMPATHIZE:

- Express understanding of feelings and reactions
- Place yourself in their shoes; listen without judgement
- Notice verbal tone, body language, etc.
- Express compassion vs. sympathy

CLARIFY:

- Use open-ended questions
- Paraphrase in your own words
- Use probing questions

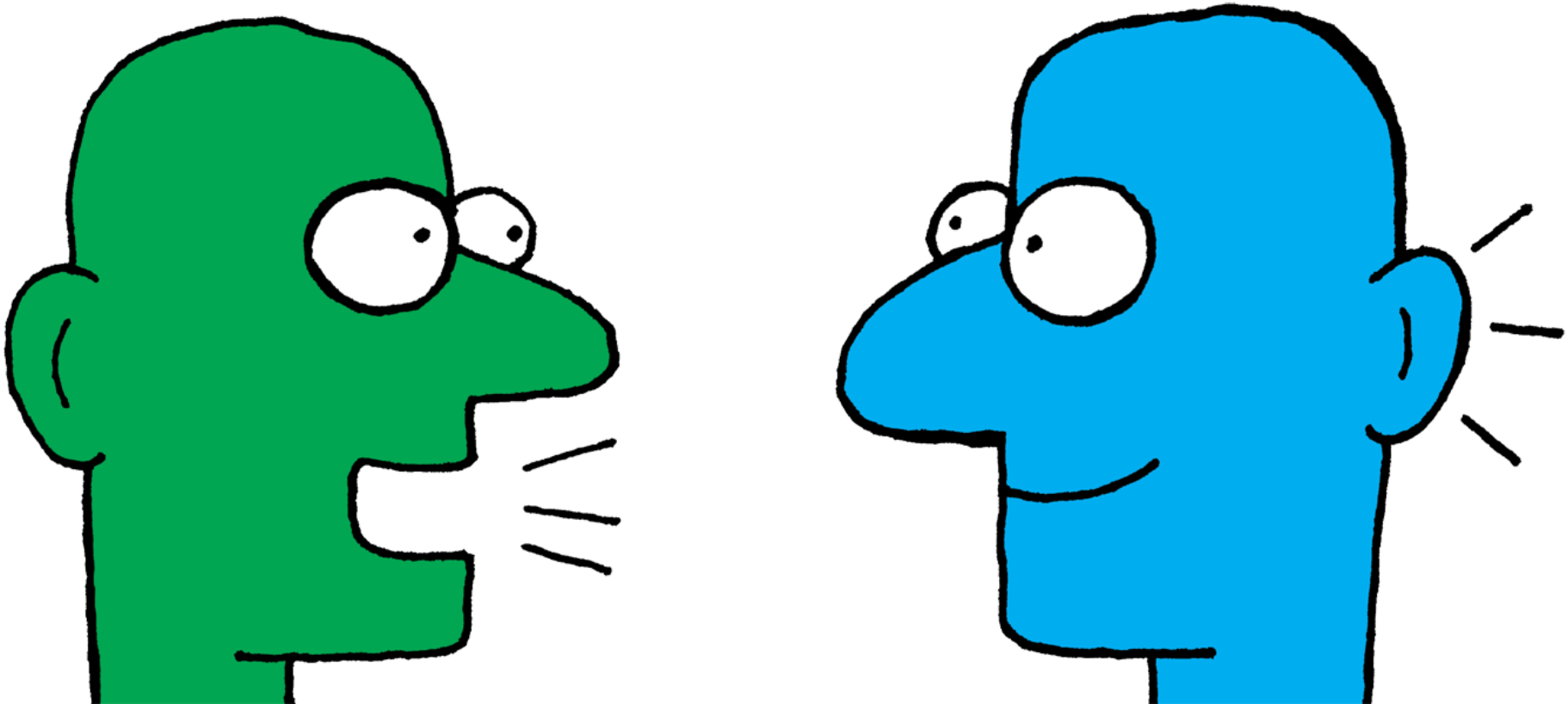
SUMMARIZE:

- Restate main themes and feelings
- Check your understanding
- Review action steps and/or goals

"We think we listen, but very rarely do we listen with real understanding and true empathy. Yet listening, of this very special kind, is one of the most potent forces for change I know."

- Carl Rogers

Communication Exercise



Impact of Poor Listening

They only listen to certain people.

She's arrogant.

He's not really interested in what I have to say.

She's just really hard to talk to.

They don't pay attention to what's going on under the surface.

He's so critical. No one wants to speak up only to be shot down.

She's already made up her mind. Why does she bother to ask what I think?

I can't get through a sentence without them interrupting.

A Helpful Communication Acronym

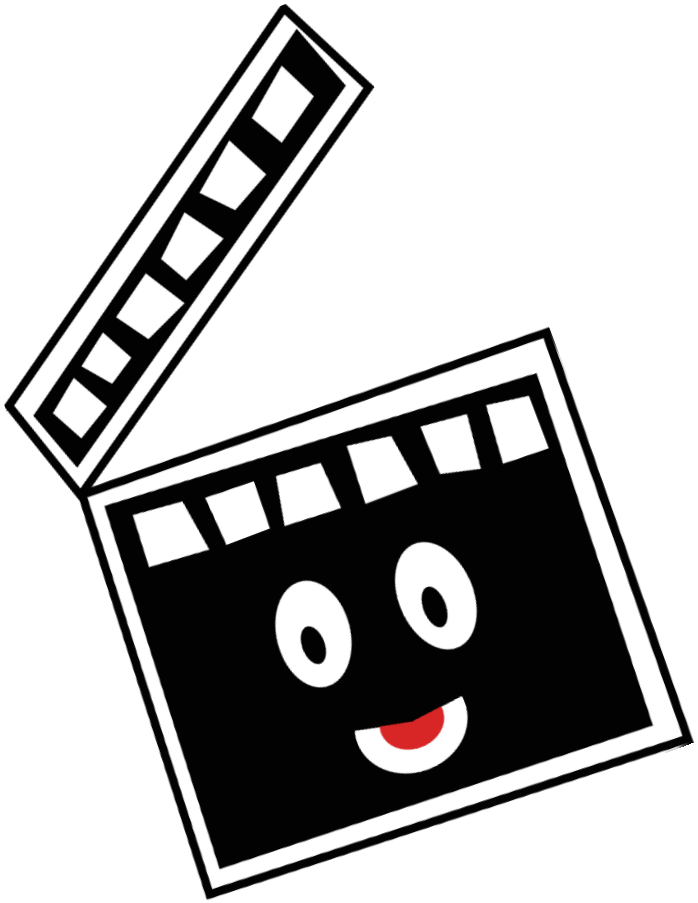
W A I T

WHY AM I TALKING?

**“People may not remember what you said,
they may not remember what you did,
but they will never forget how you made them feel.”**

- Maya Angelou

Mentor/Mentee Role Play Scenarios



Overview of Mentee Trainings

- Gain a basic understanding of living kidney donation
- Increase clarity around the purpose & role of a mentor
- Explore outreach tools & ideas; discover resources
- Network with other kidney patients
- Prepare to work with a mentor

What's Next?

Training Survey
then
1-on-1 Evaluation

Homework

Meet Your Mentee

Sunday, Nov 6th
via Zoom

Initial Check-In

Via phone

Join Mentor Facebook Group

Resources &
Networking

Check-Ins

1-2 months via phone
6 months via phone
1 year email survey
2 year via phone

Panel Discussion

Questions?

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